

CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method comprising:
inquiring, from a remote location, a status of an upper-layer communication indicator wherein the status is ~~retrieved from a remotely located device~~ observable by a visual inspection of the indicator by an end-user;
entering the status into data storage;
performing a first set of actions when the status indicates valid upper-layer communication; and
performing a second set of actions when the status indicates invalid upper-layer communication.
2. (Currently Amended) The method, as recited in claim 1, wherein the inquiring comprises:
a service technician from the remote location requesting ~~an~~ the end-user to provide the status of a light emitting diode (LED) on a Digital Subscriber Loop (DSL) transceiver.
3. (Original) The method, as recited in claim 1, wherein the upper-layer communication indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.
4. (Original) The method, as recited in claim 1, wherein the upper-layer communication indicator indicates a layer 3 or above communication status.
5. (Original) The method, as recited in claim 1, wherein entering the status into data storage comprises a service technician entering data into an electronic job ticket.

6. (Currently Amended) The method, as recited in claim 1, wherein performing the second set of actions comprises a service technician advising ~~an~~ the end-user to perform a corrective action to a local configuration.

7. (Original) The method, as recited in claim 1, wherein performing the second set of actions comprises a service technician performing a corrective action at the remote location.

8. (Currently Amended) The method, as recited in claim 1, wherein performing the first set of actions comprises sending a service technician to ~~an~~ the end-user location to perform a set of troubleshooting actions.

9. (Currently Amended) A transceiver comprising:
a connection port configured to communicate data signals from a computer positioned at a local location to a remotely located service provider device; and
a first status indicator, positioned at the local location, configured ~~to indicate and~~ for visual inspection by an end-user to communicate at least a layer 3 or above communication status between the computer and the service provider device.

10. (Original) The transceiver, as recited in claim 9, wherein the first status indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.

11. (Original) The transceiver, as recited in claim 9, wherein the service provider device is a Digital Subscriber Loop Access Multiplexer (DSLAM).

12. (Currently Amended) The transceiver, as recited in claim 9, further comprising:
a second status indicator configured to visually indicate a layer 2 connection status between the computer ~~remote to the~~ and the remotely located service provider device.

13. (Original) The transceiver, as recited in claim 12, wherein the second status indicator is a wide area network status indicator.

14. (Currently Amended) The transceiver, as recited in claim 9, further comprising: a second status indicator configured to visually indicate a layer 1 status of the transceiver.

15. (Original) The transceiver, as recited in claim 14, wherein the second status indicator is a power status indicator.

16. (Currently Amended) A method of digital subscriber line service maintenance, the method comprising:

detecting a digital subscriber line (DSL) related troubleshooting event at a remote service terminal that supports an end-user computer having a DSL connection at a local site; inquiring, from the remote service terminal, a status of a visual upper-layer communication indicator associated with a digital subscriber line (DSL) terminating at the DSL connection of the end-user computer at the local site; wherein the status is observable by a visual inspection of the indicator by an end-user;

entering the status of the visual upper-layer communication indicator into data storage coupled to the service terminal in connection with the DSL related troubleshooting event;

performing a first set of maintenance actions when the status indicates valid upper-layer communication; and

performing a second set of maintenance actions when the status indicates invalid upper-layer communication.

17. (Previously Presented) The method, as recited in claim 16, wherein the upper-layer communication indicator is a Point to Point Protocol Over Ethernet (PPPoE) authentication status indicator.

18. (Previously Presented) The method, as recited in claim 16, wherein the upper-layer communication indicator indicates a layer 3 or above communication status, wherein layer 3 is defined by the seven layer OSI model.

19. (Previously Presented) The method, as recited in claim 16, wherein performing the first set of actions, but not the second set of actions, comprises sending a service technician to the end-user location to perform a set of troubleshooting actions on the end-user computer.